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ENHANCING LAND SERVICES BY INNOVATING APPLICATION FORM INFORMATION SYSTEMS

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Abstract. This article aims to explain the implementation of community service through the creation of the SI-BAPER application and the benefits that the community derives from this community service activity. The steps for creating the Blanko Information System and Application Flow are as follows: 1) identify service types by grouping land services frequently requested by the public, 2) compile and visualize the application flow for each service, 3) upload PDF or Word files, flow diagrams, and application forms to Google Drive, 4) generate QR codes, 5) design stickers containing the SI-BAPER QR code, 6) affix the QR code at service counters or on notice boards at the Sukoharjo District Land Office and Village Offices, 7) conduct QR code testing with applicants/the public and village officials, and 8) explain the benefits of SI-BAPER to applicants/the public and village officials. The research results show that the SI-BAPER application is a strategic medium for bringing services closer to the village level. The inclusion paradigm is one of the important foundations for creating this application. In its implementation, the community feels greatly assisted by the presence of the SI- BAPER application. The follow-up to the creation of this application is to ensure that it can reach a wider range of village locations. The SI-BAPER application can also be replicated in other land offices as a form of facilitating easy land services. The SI-BAPER application needs to be continued to be synchronised with other public service applications available in the village.

Keywords: application, service digitalization, public service, land service

Abstrak. Tulisan ini bertujuan untuk menjelaskan pelaksanaan pengabdian masyarakat melalui pembuatan aplikasi SI-BAPER serta pemanfaatan yang diperoleh masyarakat dari kegiatan pengabdian masyarakat ini. Tahapan untuk membuat Sistem Informasi Blanko dan Alur Permohonan terdiri dari: 1) identifikasi jenis layanan dengan cara mengelompokkan layanan pertanahan yang sering diajukan masyarakat, 2) menyusun dan memvisualisasikan alur permohonan untuk masing-masing layanan; 3) mengunggah file PDF atau Word, gambar alur, dan blanko permohonan ke Google Drive; 4) pembuatan QR Code; 5) mendesain stiker yang memuat QR Code SI – BAPER; 6) menempelkan QR Code di loket layanan atau papan pengumuman di Kantor Pertanahan Kabupaten Sukoharjo serta Kantor Desa; 7) melakukan uji coba QR Code bersama pemohon/masyarakat dan perangkat desa; dan 8) memberikan penjelasan kepada pemohon/masyarakat dan perangkat desa tentang manfaat SI-BAPER. Hasil penelitian menunjukkan bahwa Aplikasi SI-BAPER menjadi media strategis untuk mendekatkan pelayanan ke tingkat desa. Paradigma inklusi menjadi salah satu dasar penting dari pembuatan aplikasi ini. Dalam pelaksanaannya, masyarakat merasa sangat terbantu dengan keberadaan aplikasi SI-BAPER. Tindak lanjut dari pembuatan aplikasi ini adalah memastikan bahwa aplikasi ini dapat menjangkau lokasi desa yang lebih luas. Aplikasi SI-BAPER juga dimungkinkan untuk direplikasi di kantor pertanahan yang lain sebagai bentuk fasilitasi pelayanan pertanahan yang mudah. Aplikasi SI-BAPER perlu dilanjutkan untuk disinkronkan dengan aplikasi pelayanan publik lain yang tersedia di desa.

Kata Kunci: aplikasi, digitalisasi pelayanan, pelayanan publik, pelayanan pertanahan

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INTRODUCTION

This community service is carried out as an effort to support efforts to bring public services closer, as well as in the context of adjustments that must be made in the realm of public policy, especially land services, after the implementation of the budget efficiency policy in 2025. Budget efficiency is a government effort to optimise the use of public funds by reducing waste and increasing the positive impact of each expenditure. Budget efficiency is implemented through Presidential Instruction (Inpres) No. 1 of 2025, concerning Spending Efficiency in the Implementation of the APBN and APBD for the 2025 Fiscal Year. This regulation emphasises budget savings efforts up to the target of Rp. 306,695,177,420,000.00 (Three hundred six

2 trillion six hundred ninety-five billion one hundred seventy-seven million four hundred and twenty thousand rupiah). These budget savings are obtained through budget cuts in ministries/institutions, the Regional Revenue and Expenditure Budget (APBD) and transfers to regions in the 2025 APBN (Mallongi, 2025).

Referring to Darmawan et al. (2025), budget efficiency encompasses aspects of budget planning, implementation, and evaluation based on performance and oriented towards success. Budget efficiency, when implemented effectively, can enhance bureaucratic performance, reduce waste, and foster greater public trust in government. Budget efficiency requires adjustments to public services. This refers to public service standards that maintain the quality of service, meeting the needs of applicants and the public. This community service activity is intended to support the government's budget efficiency policy without neglecting the needs of the public as users of public services. Community service activities focus on facilitating services that are easy for the public to use. This facilitation is provided to ensure that the budget efficiency policy does not neglect the need to position the public as the primary beneficiary of public services.

During the digital era, public services have undergone a major transformation, enabling them to become more efficient, transparent, and accessible to the public. The application of information technology in public services has brought about significant changes in the way citizens interact with government institutions. Services previously performed manually are now transforming into digital services through various platforms, such as e-government, mobile applications, and official government agency websites. The digitalization of public services, supported by e-government, is key to improving services across various sectors.

7 The digitalization of public services promises to improve quality and efficiency (Kosassy et al., 2025). Furthermore, the digitalization of public services is also believed to increase transparency, accessibility, and operational costs, along with advances in information and communication technology. Digitalization enables the creation of new and innovative services that can simplify people's lives and enable more efficient and faster data storage, processing, and exchange. Digitalization also has the potential to accelerate development, increase public participation, and support information technology-based community empowerment (Andhika, 2018).

One application of digitalization of public services is the creation of user-friendly and accessible digital platforms. This is crucial to ensure that services are more accessible to the wider public, as they are also the primary beneficiaries or users of these services. To date, unequal digital access, also known as the digital divide, exists. This gap refers to the gap between individuals and communities with access to technology, digital literacy skills, and opportunities for digital inclusion, and those without (Haniko et al., 2023).

4 Digital transformation plays a role in increasing the accessibility of services to the public. This can be achieved, among other things, through online registration applications, information portals, and mobile phone services. The development of well-designed digital-based public services can strengthen the principles of good governance, for example, by providing access to government information that can be accessed online and enabling people to more easily access it and actively participate in the process of monitoring government performance (Isma et al., 2025). Ultimately, the implementation of e-government has a significant impact on strengthening the principles of good governance, particularly regarding how the government carries out its duties.

6 The effort to provide user-friendly digital-based public services presents a unique challenge. This is possible because digital-based public services require users to become accustomed to them. Once this familiarity is established, distancing or reluctance to use similar public services can be avoided. In this regard, there is growing recognition of the importance of designing innovations that address the need for digital-based public services that can convince the public of their benefits in reducing complex bureaucracy and accelerating service processes, particularly in land services. Innovations in public services utilizing information technology have been widely implemented and studied. Fanida (2020), in her research on the Public Service System (SemPelMas) innovation in Mojokerto City, demonstrated that this innovation

can facilitate the public's access to administrative services. This innovation has attracted a positive response, demonstrated by the high number of users. The development of information technology through digital signature features has facilitated the service process provided by the sub-district to the public. Meanwhile, Febrianty Darwis et al. (2022) in their research on the Online Single Submission-Based Licensing Information and Application System (SIAP BOSS) demonstrated that this innovation also provides convenience for the public. The SIAP BOSS application can be accessed by everyone, anywhere and anytime via mobile phone or smartphone. This application includes the RAJIN (Permitting Outlet) innovation. This serves as the basis for electronically integrated business licensing services that can bridge existing problems in Pinrang Regency.

In line with these findings and those of Darwis et al. (2022), Salsabilla et al. (2023) described the Sampurasun application in Purwakarta Regency. The Sampurasun Purwakarta application is an Android-based digital application that helps people find out various tourism information in Purwakarta. The Tourism and Culture team created the application with menus dedicated to various tourist activities. The application, called Sampurasun Purwakarta, can be installed on Android-based smartphones and can be considered a travel guide for tourists visiting Purwakarta Regency. The application is only four megabytes in size and is available only for Android. The application has accessible features that include tourist destinations, restaurants, hotels, events, routes to destinations, places of worship, communities, and a tourist call center that has ambulance, police, and fire departments available in Purwakarta. Furthermore, 62 tourist destinations can be accessed through the application.

In the context of public services, land services are a crucial type of public service. Sianipar et al. (2025) stated that land services play a crucial role in providing legal certainty to the public, particularly in obtaining land certificates. However, as quoted by Jawahir et al. (2015), there are numerous public complaints about land services, including low levels of professionalism of officers, high certificate processing fees, and long processing times. This situation discourages people from processing their land independently and prefers to use third parties. As an effort to optimize land services, a community service program was created aimed at helping optimize land services, particularly those provided by the Sukoharjo Regency Land Office. This community service program was implemented through the creation of an information technology-based innovation, namely the Application Form Information System (SI-BAPER). This innovation is aimed simultaneously at the land office and the public as recipients of land services or applicants.

SI-BAPER is a form of digitalization and service innovation aimed at increasing efficiency, transparency, and ease of access to land services. This was done to respond to the challenges faced in public services, namely the limited information received by the public regarding the procedures, requirements, and flow of land service applications. This similar condition often causes confusion, delays and even the potential for errors in submitting applications. The creation of the SI-BAPER innovation aims to: 1) increase the transparency of land services by providing open and easily accessible information to applicants regarding the status of the availability and flow of land service applications; 2) facilitate access to information by facilitating the public to obtain the latest information regarding service procedures, required documents and the availability of forms through QR Code scanning, 3) increase the efficiency and effectiveness of services by saving office budgets for providing land forms where applicants can access the forms themselves so that services become faster and more efficient, and 4) support digitalization and public innovation by encouraging digital transformation within the land agency environment as part of information technology-based services. Furthermore, this paper will discuss the implementation of community service through the creation of the SI-BAPER application and explain the benefits obtained by the community from this community service activity.

METHOD

The materials needed to create the Application Form Information System include: a PDF or Word file containing the form and land service flow, a QR Code design linked to a Google Drive link (information folder), and sticker paper or art paper for printing the QR Code. The PDF or Word file containing the form and service flow consists of 12 files: initial registration file, parcel division or separation file, parcel merger file, parcel measurement file, grant transfer file, sale and purchase transfer file, joint distribution transfer file, inheritance transfer file, inheritance certificate file, mortgage cancellation file, waqf land registration file, and power of attorney. The tools needed to create the Application Form Information System include: a laptop/computer to compile the information content, design the application flow, and generate and store the QR Code. Internet access to create and connect QR Codes to digital pages (Google Drive) containing flow information and documents, a smartphone for QR Code scanning trials and as a quick access medium for users/applicants, QR Code Generator software, graphic design software, Canva to create QR Code sticker designs, and a printer to print stickers containing QR Codes.

The steps for creating the Application Form and Flow Information System consist of: 1) identifying service types by grouping land services frequently requested by the public; 2) compiling and visualizing the application flow for each service; 3) uploading PDF or Word files, flow images, and application forms to Google Drive; 4) creating QR Codes; 5) designing stickers containing the SI-BAPER QR Code; 6) attaching the QR Code to service counters or notice boards at the Sukoharjo Regency Land Office and Village Offices; 7) conducting QR Code trials with applicants/community members and village officials; and 8) providing an explanation to applicants/community members and village officials about the benefits of SI-BAPER.

RESULTS AND DISCUSSION

The implementation of digitalization in an era of budget efficiency is the ideal choice. This ensures that there is no loss in the quality of service received by service applicants. As noted by Suherman et al. (2025), inefficient state budget management has the potential to reduce the quality of public services due to limited human resources, decreased coordination and development planning, limited development programs, hampered development of technology and information systems, and decreased public satisfaction. In an era of efficiency, there can be no justification for a decline in the quality of land services received by the public. One example of digitalization of land services amidst budget efficiency can be observed in the implementation of SI-BAPER. SI-BAPER is an information system in the form of a QR Code containing 12 land registration forms that can be downloaded by applicants. The SI-BAPER creation process began on April 2, 2025, beginning with the collection of 12 application forms in accordance with Regulation of the Head of the National Land Agency No. 1 of 2010, which were then compiled into a Google Drive file belonging to the Sukoharjo Regency Land Office. The activity continued with the creation of the QR Code using a web QR generator available on the internet on April 3, 2025. On April 5, 2025, the design results were finalized and began printing. Then, on April 7-10, 2025, the design was created, and consultations were held on the design results of the interactive image of the sticker that will be affixed to the Village Office.

SI-BAPER is available in the form of stickers placed in five village offices: Grajegan, Weru, Celep, Kateguhan, and Joho. These villages are located in Sukoharjo Regency. SI-BAPER is designed to facilitate land registration and improve operational efficiency, thus providing convenience to land service applicants. Villagers who want to access the forms they need do not need to come to the Sukoharjo Regency Land Office. This application allows people to avoid having to physically visit the land office, which certainly increases costs for the community, especially those from the lower-middle class. This certainly reaches the community. This is what is then called bringing services closer to the community (Mohi S Mahmud, 2018; Mozin S Isa, 2023; Deni et al., 2025).



Gambar 1. Huruf pertama kapital, Cambria 10 cetak miring rata tengah

Figure 1. *An application form that can be downloaded via the SI BAPER application*

The use of technology, such as scanning the SI-BAPER QR code, can facilitate remote land administration. This is part of service efficiency, especially in reducing operational costs (Mustamiin et al., 2020). The public no longer has to incur transportation costs when processing documents (Zein et al., 2025). The public only needs to scan the QR code on the sticker or the SI-BAPER QR code, and the land registration process and 12 application forms will automatically appear. The presence of SI-BAPER can assist applicants in obtaining application forms and in understanding how to manage land services.



Figure 2. *SI-BAPER stickers were placed in village offices, and an explanation of their use was provided.*

The SI-BAPER application is designed to be an inclusive and accessible public service. This application provides a space for the public to develop in the digital world. Haniko et al. (2023) stated that this is a result of the technological movement that makes everything connected. The digital world is increasingly shaping everyday life, where access to technology is a prerequisite for full community involvement. By introducing the SI-BAPER application, it is hoped that the widespread digital divide can be bridged. The digital divide is a situation that indicates a lack of technological literacy, and uneven infrastructure remains a barrier to optimizing information technology-based services (Nur Mansyur et al., 2025). The SI-BAPER application addresses the "biased" public service paradigm, one of which is caused by limited reach. Through the SI-

BAPER application, no one will be disadvantaged because they live or reside in areas far from public service centres. This application has also received a positive response from the public. The public feels helped because no similar innovation has been introduced before.

People face many difficulties when processing land registration, land measurement applications, lost land applications, and rights enhancement applications. Previously, all these applications typically required consultation with the National Land Agency (BPN) for the necessary forms. They also often struggled to complete them. The SI-BAPER application eliminates the need for people to travel to the land office. They can process their land registration from their village, with assistance from village officials to complete the documents. The government has found the SI-BAPER application helpful. This application alleviates the community's difficulties in accessing land services. Village officials can help provide direct information to the community, eliminating the need for frequent trips to the land office, which is time-consuming and expensive. In this context, services through the digital platform, the SI-BAPER application, open up new opportunities for the community, both applicants and users, to achieve a more modern and organized service system (Laksono et al., 2025).



Figure 3. *Community service team together with Joho Village officials*

The SI-BAPER application also offers advantages because it meets the public's need for easy service. The public can independently complete the required documents and then proceed with the application process. They can print the required documents themselves. They can complete the application process in one go, resulting in greater time efficiency. This innovation is considered to truly understand the needs of young people who desire easy, fast, and convenient services. Applicants simply need to scan a barcode to obtain the required information, including the required file formats.

CONCLUSION

The SI-BAPER application is a strategic medium for bringing services closer to the community. The inclusion paradigm is one of the important foundations of this application's development. Inclusion in this context is bridging accessible public services for those whose domicile or residence is far from public service centres. Applicants who live far from land service centres can obtain services without having to be physically present. This allows the community to independently work with village officials to study the completeness of the documents for the type of service required. This application also allows the land office as a service provider to be able to guarantee the quality of services provided, even though it overlaps with the ongoing budget efficiency policy. The development of the SI-BAPER application began with the planning stage, design creation, and socialization to the community as beneficiaries through village offices. In its implementation, the community felt greatly

assisted by the existence of the SI-BAPER application. The follow-up to the development of this application is to ensure that this application can reach a wider village locations. The SI-BAPER application can also be replicated in other land offices as a form of easy land service facilitation. The SI-BAPER application needs to be continued to synchronize with other public service applications available in the village.

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